

## Feedback

We welcome your feedback and suggestions for any improvements to our customer service.

Please address correspondence or feedback to:

General Manager  
Blue Mountains City Council  
Locked Bag 1005  
Katoomba NSW 2780

For more information or comments on our Service Charter, please contact us on:

Telephone: (02) 4780 5000  
or  
(02) 4723 5000 (lower mountains)

Facsimile: (02) 4780 5555

Email: [council@bmcc.nsw.gov.au](mailto:council@bmcc.nsw.gov.au)

Website: [www.bmcc.nsw.gov.au](http://www.bmcc.nsw.gov.au)



# *Customer First Service Charter*



blue mountains  
City Council

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We are committed to providing quality services and to give customers the standards against which our performance can be measured. We also provide our staff with clear goals.

We will:

- ✓ Treat everyone with respect, courtesy and fairness;
- ✓ Listen carefully to everyone;
- ✓ Ensure all views are taken into account in decision-making;
- ✓ Ensure clear, open, fair and friendly communications; and
- ✓ Apologise if we make a mistake.

Each year in our Annual Report we will report on Council's performance on our Service Charter.

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## **Our approach is to:**

- \* Respond to customer enquiries promptly and honestly;
  - \* Introduce ourselves in a friendly and courteous manner when we answer telephone enquiries;
  - \* Ensure telephone calls are returned promptly;
  - \* Provide a name and contact telephone number for further information;
  - \* Clearly identify customer contact staff by having them wear name badges;
  - \* Provide clear, easy to understand and accurate advice;
  - \* Develop policy options that are practical, balanced and based on consultation with interested parties;
  - \* Continually improve the services to the community by seeking feedback and input from customers.
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